



**Checklist and Payment Method**

**Family Name** \_\_\_\_\_

**Checklist**

- 2014 Enrolment form completed
- Photo attached
- Child Care Subsidy
- Membership form completed
- Payment method selected
- Parent handbook
- Court orders attached **YES/NO**
- Medical Forms **YES/NO**
- Copy of Child immunisation History Statement
- Checked by Coordinator/Office Manager

**Payment Methods**

- Cheque,
- Direct Deposit to BSB: 032596 AC: 124464 (surname as reference)
- Ezi Debit – A method by which your fees are automatically direct debited each week where you give permission to collect an agreed amount of funds from your Bank Account, Credit Union, Building Society or Credit Card.
- I/we will pay fees weekly in advance
- I/we will pay fees fortnightly in advance
- I/we would like a statement emailed
- I we would like a paper copy to be placed in child’s bag

**Please ensure that you have sufficient credit limits and daily withdrawal limits in place.**

Office Use Only	
Checked	Authorised



Please attach photo

FAMILY NAME

# Brisbania Before & After School & Vacation Care Centre 2014

## Family Enrolment Form

### SECTION 1: CHILD'S DETAILS

Do you have another sibling/s at a different service provider? \_\_\_\_\_ If yes how many? \_\_\_\_\_

Childs Name:

- (1) \_\_\_\_\_ CRN \_\_\_\_\_ Sex \_\_\_\_\_ DOB \_\_\_\_\_
- (2) \_\_\_\_\_ CRN \_\_\_\_\_ Sex \_\_\_\_\_ DOB \_\_\_\_\_
- (3) \_\_\_\_\_ CRN \_\_\_\_\_ Sex \_\_\_\_\_ DOB \_\_\_\_\_
- (4) \_\_\_\_\_ CRN \_\_\_\_\_ Sex \_\_\_\_\_ DOB \_\_\_\_\_

**Are you or your children of Indigenous Australian or Torres Strait Islander descent?**  
**YES NO**

What year will your child/children be in?

- (1) \_\_\_\_\_ Year \_\_\_\_\_
- (2) \_\_\_\_\_ Year \_\_\_\_\_
- (3) \_\_\_\_\_ Year \_\_\_\_\_
- (4) \_\_\_\_\_ Year \_\_\_\_\_

### Permanent Bookings Only

**NOTE: please notify the centre in writing of any changes to your circumstances to avoid any misunderstandings. Please be aware that days booked MUST be paid for, whether the child attends or not unless you provide a medical certificate or give two weeks' notice.**

Please nominate the days you wish your children to attend.

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>BSC</b>					
<b>ASC</b>					

Date Care to Commence: \_\_\_\_\_

#### Office Use Only:

The Coordinator /Office Manager are to read each page thoroughly and check that all sections have been completed in full. The Coordinator/Office Manager should use this as an opportunity to clarify any questions that the parent/guardian may have.

## **SECTION 2 PARENT/GUARDIAN DETAILS**

### **Parents/Guardian Details**

Family CRN Ref: \_\_\_\_\_ CCB% Rate: \_\_\_\_\_

Name: \_\_\_\_\_ Name: \_\_\_\_\_

DOB: \_\_\_\_\_ DOB: \_\_\_\_\_

Address: \_\_\_\_\_ Address: \_\_\_\_\_

Phone (H): \_\_\_\_\_ Phone (H): \_\_\_\_\_

Phone (W): \_\_\_\_\_ Phone (W): \_\_\_\_\_

Mobile: \_\_\_\_\_ Mobile: \_\_\_\_\_

Email: \_\_\_\_\_ Email: \_\_\_\_\_

Occupation: \_\_\_\_\_ Occupation: \_\_\_\_\_

Employer: \_\_\_\_\_ Employer: \_\_\_\_\_

## **SECTION 3: EMERGENCY CONTACTS**

### **Emergency contacts other than parent/guardians.**

Name: \_\_\_\_\_ Name: \_\_\_\_\_

Phone (H): \_\_\_\_\_ Phone (H): \_\_\_\_\_

Phone (W): \_\_\_\_\_ Phone (W): \_\_\_\_\_

Mobile: \_\_\_\_\_ Mobile: \_\_\_\_\_

Relationship: \_\_\_\_\_ Relationship: \_\_\_\_\_

**NOTE: It is important that you inform the above people that you have included them as the emergency contacts and that they may be contacted in the case of an emergency, about your child/ren, and asked to collect when you cannot be contacted.**

### **Authority to collect your child from the Centre other than parent/guardian**

\_\_\_\_\_ Contact number \_\_\_\_\_

\_\_\_\_\_ Contact number \_\_\_\_\_

\_\_\_\_\_ Contact number \_\_\_\_\_

Names and phone numbers of authorised Persons to collect your Child/ren.

**NOTE: It is important that you inform the above people that they may be asked to show identification on their first few visits until staff become aware of whom they are. Only those people to whom you have given authority will be permitted to collect your child from the centre.**

**SECTION 4: MEDICAL INFORMATION**

Family Doctors Name & Telephone number: \_\_\_\_\_

Medicare number: \_\_\_\_\_

Australian Childs immunisation History Statement attached **YES/NO**

**If no, as per Public Health Act 2010 (Amendments from 1<sup>st</sup> January, 2014), one of the following forms MUST be attached for your child/ren to be enrolled at this Centre. Form IMM12 OR IMM11 OR a statement recognising a catch up schedule from your doctor/immunisation provider**

**MEDICAL CONDITIONS**

Does your child suffer any of the following medical conditions?:

Allergies, **YES/ NO**

Asthma **YES/ NO**

Motion sickness **YES/ NO**

Other e.g. fears and anxiety **YES/NO**

Are your child/children on any prescribed medications for home/school care hours? **YES/NO**

*(If yes, please specify what medical condition, how it affects your child and what management plan in place including medication. Please note if your child is medicated regularly there is a separate form that you must complete. PLEASE ASK STAFF. Medical form/Asthma form attached*

\_\_\_\_\_  
\_\_\_\_\_

**NOTE: Medication will only be administered to a child in accordance with the Centre's medication policy. UNDER NO CIRCUMSTANCES ARE CHILDREN TO BE IN THE POSSESION OF MEDICATION WITH THE EXCEPTION OF AN ASTHMA PUFFER**

**Additional Needs**

Have any of your children been diagnosed with disabilities or are undergoing diagnosis?

Child 1 Yes / No Child 2 Yes / No Child 3 Yes / No

If yes please answer the questions in section 4 and attach any management plans

I \_\_\_\_\_ give permission for staff to seek medical attention for my child/children in the event of an accident/emergency. I understand that relevant information on this form will be passed to hospital/medical staff if required. I take financial responsibility.

Signed \_\_\_\_\_ Date \_\_\_\_\_

I \_\_\_\_\_ hereby authorise the staff to administer an age/weight or appropriate dose of a fever reducing agent to my child should he/she have a fever while awaiting my arrival to seek medical treatment.

Signed \_\_\_\_\_ Date \_\_\_\_\_

## SECTION 5: CUSTODY INFORMATION

Please circle family Status (*all information kept by centre is strictly confidential*)

Two parent Family    One parent family    Both parents working

One parent working    Both parents studying/training    One parent studying/training

**CUSTODY INFORMATION** Are there any Court orders, parenting orders or parenting plans in relation to your child or access to your child?(Circle relevant) **YES/NO**

If yes please provide details: -

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**NOTE: The centre cannot refuse and force custody issues without a copy of the relevant court order at the centre. Please discuss any custody issues with the Centre Coordinator before enrolment.**

## SECTION 6: INDIVIDUAL INFORMATION

### **Childs communication**

Does your child fully understand verbal communication? **YES/NO**

Do you think that your child would be able to participate at our centre with a ratio of one member of staff per 15 children? **YES/NO**

If no, please give the following information to assist staff in communication with your child

- (a) Level of understanding \_\_\_\_\_
- (b) How does your child communicate? \_\_\_\_\_
- (c) Is there any special signs/sounds/gestures used for every day communications such as toilet/drink/upset? \_\_\_\_\_

Does your child have any mobility problems **YES/NO**

If yes, please outline any implications this may have on the care of your child

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### **Childs General Behaviour**

Parents are asked to read a copy of the Centres behaviour management policy. **YES/NO**

Do you have a behaviour management plan for your child?

If yes, please give details to assist staff \_\_\_\_\_

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Please describe anything specific that upsets your child \_\_\_\_\_

What methods do you use to calm your child if they become overexcited or exhibit inappropriate behaviours? \_\_\_\_\_

Is your child aggressive towards others? **YES/NO**

**SECTION 6 (continued...)**

If yes, under what circumstances and how do you deal with it?

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Does your child wander or abscond?

**YES/NO**

If yes, please give details to assist staff \_\_\_\_\_

Does your child recognise and know how to deal with common childhood dangers i.e. road sense, stranger danger?

(a) Are there any areas of personal hygiene where assistance is needed? **YES/NO**

(b) Are they fully independent in regards to toileting? **YES/NO**

(c) Are they fully independent when eating/drinking? **YES/NO**

(d) Household dangers i.e. hot or sharp objects? **YES/NO**

If yes to any of the above please give appropriate details to assist staff in supporting your child

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Do your child/children have any likes/dislikes that may help us with our programming?

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Is there anything you think our staff may need to know about your child/children: \_\_\_\_\_

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What language do you speak at home? \_\_\_\_\_

Please tell us if there are anything that the Centre need to abide by regarding your lifestyle, religious or cultural belief? i.e dietary/festivities? **Yes/No** \_\_\_\_\_

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### **Parent Handbook**

I have received and read the Brisbania Before & After School & Vacation Care Centre family handbook and agree to be bound by the information and policies.

**YES/NO**

### **Code of Behaviour**

I have read the Brisbania Before & After School & Vacation Care Centre family handbook and agree to abide by the guidelines. I have informed my child/children of the guidelines and take responsibility for them abiding by the guidelines. I understand that there are consequences for not following the Code of Behaviour and that the positive strategies that are outlined in the Code of Behaviour will be implemented if my child/children is in breach of the guidelines.

**YES/NO**

### **Movies and Games**

I hereby give permission for my child to watch PG rated movies, DVDs or play Xbox/Nintendo games.

**YES/NO**

### **Photos and promotional**

I hereby give permission for my child/ren photographed/videoed while they are at the Centre or when they are on an excursion:

**NOTE: There are a number of reasons the Centre takes photographs/videos of the children/including:**

- Providing visual documentation for families to see what their child does throughout the day **YES/NO**
- To assist with evaluations of the programme **YES/NO**
- To use as part of promotion and publicity for the Centre **YES/NO**

### **Sunscreen application**

I hereby give permission for the application of 30plus sunscreen containing insect repellent on my child/ren. **YES/NO**

I hereby give permission for the application of 30plus sensitive skin sunscreen on my child/ren. **YES/NO**

**YES/NO**

### **Management Committee**

I am interested in attending the Management Committee meetings

**YES/NO**

### **PAYMENT METHOD**

Brisbania is a cashless centre. You can pay:

- Cheque.
- Direct Deposit to BSB: 032596 AC: 124464 (surname as reference)
- Ezi Debit – A method by which your fees are automatically direct debited each week where you give permission to collect an agreed amount of funds from your Bank Account, Credit Union, Building Society or Credit Card.

### **DISCLAIMER/INFORMED CONSENT**

I/we understand that all fees are to be paid in advance. If I/we do not abide by BBASVCC policy, I/we understand that we will be set up to pay through Ezidebit. If I/we continue do not abide by the fee policy structure, my/our child/ren's attendance will be cancelled. The \$2 membership, a one off \$50 refundable deposit for new families and a \$25 annual registration (if my child attends before & after School Care) is to be paid before my child/children's first day of attendance. I must strictly comply with the policy and procedures at all times.

I \_\_\_\_\_ I declare that the information in this enrolment form is true and correct and undertake to immediately inform Brisbania Before & After School & Vacation Care Centre in the event of any change to this information.

Signed \_\_\_\_\_ Date \_\_\_\_\_

**2014 APPLICATION FOR MEMBERSHIP  
BRISBANIA BEFORE & AFTER SCHOOL & VACATION CARE CENTRE INC**

I/We .....

FULL NAME OF APPLICANT(S)

Of .....

Address

Hereby apply to become a member of the above named Incorporated Association. In the event of my admission as a member, I agree to be bound by the Constitution of the Association for the time being in force and lodge herewith the membership application fee in the sum of \$2. I also attach my duly completed enrolment form and acknowledge the receipt of the information Handbook.

Signature of

Applicant(s).....

.....

Date ...../...../.....

**BBASVCC Inc. REGISTRY DATABASE**

(Please complete in full)

Applicant's

address:.....

Applicant's postal

address:.....

Phone No:(H).....(mob).....

(w).....

Email .....

Office Use Only:

Membership approved by committee at meeting

.....





**BRISBANIA BEFORE &  
AFTER SCHOOL & VACATION CARE  
CENTRE**

**INFORMATION  
HANDBOOK**

**Our Centre is located at:-  
BRISBANIA PUBLIC SCHOOL  
BRISBANIA CLOSE, SARATOGA  
PO BOX 6293, KINCUMBER, NSW 2251  
PH: (02) 43696737  
0410469673  
FAX: (02)43698480  
Email [bbascc@bigpond.com.au](mailto:bbascc@bigpond.com.au)**

**[www.bbascc.com.au](http://www.bbascc.com.au)**

## **WELCOME**

We hope that your child/children enjoy their stay with us. Our service aims to provide a homelike, fun, safe and happy but challenging environment. All children are treated with respect and independence is encouraged. Please read our information booklet carefully and feel free to ask any questions.

## **PHILOSOPHY**

Brisbania Before & After School & Vacation Care Centre, recognise that middle childhood is the important stage that bridges the gap between childhood and adolescence.

Educators at BBASVCC work together and in consultation with children to create an environment that is both supportive and challenging, providing interactions that foster social, emotional, physical and cognitive development through a fun, self-selection play based program that encourages creativity and active participation, and reflects the needs of the community.

BBASVCC will provide a physical and intellectual environment suited to the needs of all children, parent/carers, staff and community members attending the centre.

All children/parents/carers, educators, office staff and the management committee will be treated with dignity and respect.

There will be no discrimination due to gender, cultural background, religion, social-economic status or ability.

The management committee, educators and staff will maintain a caring and professional relationship with families based on mutual trust and open communication that supports the child rearing role of the family and respects each person's right to privacy and confidentiality.

The environment will be safe, caring and child friendly.

The development of independence, self-esteem and self-help skills will be encouraged.

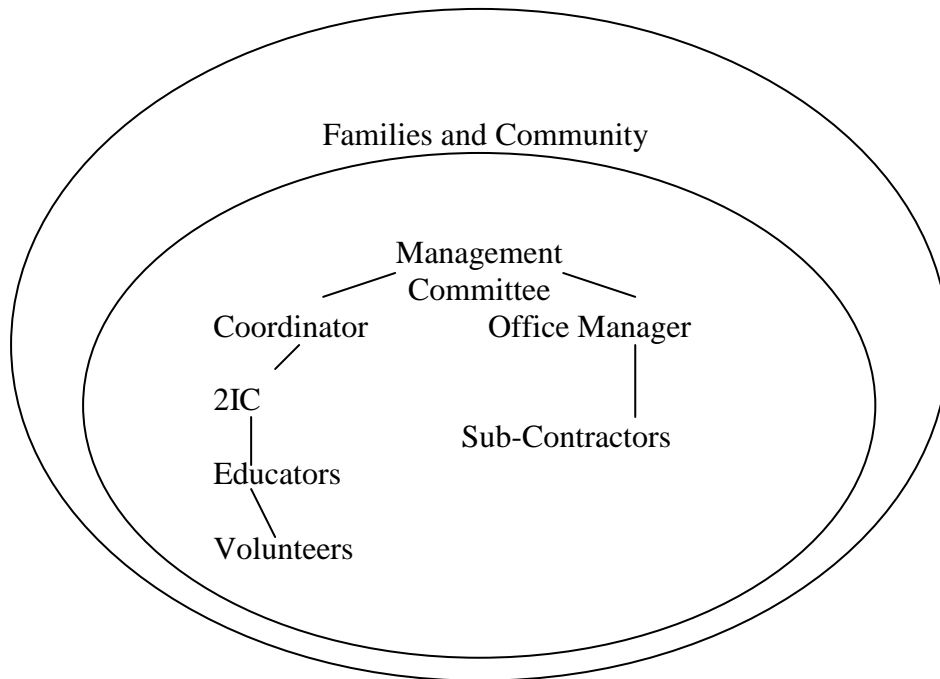
Programming will be based on the respect and consideration of the rights and diversity of all children attending the centre and through the guidelines of My Time, Our Place.

Positive behaviour will be encouraged through clear and consistent guidelines and discipline techniques that clearly reinforce the centre's expectations.

## **MANAGEMENT**

The management committee of Brisbania Before & After School & Vacation Care Centre, is run by a voluntary group of parents. The centre is run according to the new National Quality Framework for Early Childhood Education and Care, and Outside School Hours Care services in Australia. ACECQA is the Australian Children's Education and Care Quality Authority which is the National Body responsible for providing oversight of the new system and ensuring consistency of approach. The National Quality Standard (NQS) is a key aspect of the NQF and sets a national benchmark for centre based services.

The management committee decides matters of policy, fees, staffing and all matters relating to the smooth running of the centre.



Comprehensive Policy and Procedures are available to view at the centre and on the centres website. Minutes of management committee meetings are available upon request. An office manager is employed to handle all the accounts/enquires and administration matters.

## **CONFIDENTIALITY**

The following principles in regards to confidentiality apply:

- All personal information will be treated confidentially
- Educators and staff will not disclose any personal details to others
- Educators and staff are mandatory reporters in regards to risk, neglect or abuse and must comply with regulations as outlined by the Department of Family and Community Services
- Educators and staff are required to read and sign a confidentiality contract.

## **PRIORITY OF ACCESS**

The Department of Education, Employment and Workplace Relations (DEEWR) has directed our service to allocate places following three levels of priority

**PRIORITY 1:** Children at risk of serious abuse or neglect

**PRIORITY 2:** A child of a single parent who satisfies, or of parents who both satisfy the work/training/study test under section 14 of the (Childcare Management System – CCMS)

**PRIORITY 3:** Any other children

Within these main categories priority should also be given to the following children:

- children in Aboriginal and Torres Strait Islander families

- children in families which include a disabled person
- children in families on low incomes
- children in families from culturally and linguistically diverse backgrounds
- children in socially isolated families
- children of single parents

### **SPECIAL NEEDS**

We welcome the inclusion of children with additional needs provided we have the capacity to cater for their specific needs. In some circumstances The Australian Government funded Inclusion Support Program can offer assistance.

### **STAFFING**

The centre employs a permanent part time coordinator and 2IC, office manager and several educators. All staff will hold relevant Outside of School Hours Care, qualifications or experience. Every shift has a Nominated/Certified Supervisor who is trained in first aid, asthma management and the use of an epipen.

We operate according to National Standard Educator Ratios Guidelines:-

- 1 staff to 15 children (whilst at the centre)
- 1 staff to 8 children (whilst on an excursion)
- 1 staff to 5 children (whilst on a swimming excursion)

Educators attend regular staff meetings to discuss programming, menu plans and activities. Educators also attend regular training regarding the latest issues arising in the Outside of School Hours Care environment.

## **HOURS OF OPERATION**

### **BEFORE SCHOOL CARE (BSC)**

Monday to Friday 6.30am-8.30am

### **AFTER SCHOOL CARE (ASC)**

Monday to Friday 2.50pm-6.30pm

Kindy Care – Brisbania Public School Term 1 2.20pm-2.50pm

### **VACATION CARE (VC)**

Monday to Friday – 7.30am-6.30pm

### **PUPIL FREE DAYS/STRIKE DAYS**

Note: 7.30am-6.30pm if full day or hours as needed for strikes. The centre will offer care on strike/pupil free days if sufficient bookings are obtained. Children must be booked in prior to the days commencing. Meals are not provided on these days. Please provide morning tea, lunch, afternoon tea and drinks.

**CARE IS NOT PROVIDED ON PUBLIC HOLIDAYS AND AROUND CHISTMAS AND NEW YEAR.** There is no charge during this period.

### **FEES - Fees are to be in advance**

**DEPOSIT:** A \$50 family bond applies to new enrolments; this is refundable upon leaving the service.

**FULL FEES** (fee cost as of October 2012, subject to change as determined by the management committee)

**BEFORE SCHOOL CARE**                      **\$10 per child per day**

**AFTER SCHOOL CARE**                      **\$16 per child per day**

**VACATION CARE**                              **\$45 per child per day for children who do attend before or after school care on a regular basis at the centre.**

**VACATION CARE**                              **\$50 per child for children who do not attend before or after school care on a regular basis.**

## **Payment Methods**

- Cheque,
- Direct Deposit to BSB: 032596 AC: 124464 (surname as reference)
- Ezi Debit – A method by which your fees are automatically direct debited each week where you give permission to collect an agreed amount of funds from your Bank Account, Credit Union, Building Society or Credit Card.

**Please ensure that you have sufficient credit limits and daily withdrawal limits in place.**

Statements will be emailed or printed if requested

## **FEES ARE ALWAYS TO BE PAID IN ADVANCE**

### **ANNUAL EQUIPMENT LEVY**

A levy of \$27 will be automatically billed to your account upon enrolment. This fee is to be paid by all families at the beginning of each year or upon enrolment of your children. This includes the annual \$2 membership fee.

### **LATE FEE**

Fees not kept up to date will incur a \$10 late fee without exception, to be levied each week the fee is overdue. Families may be asked to enter into a payment plan as per Fees Policy.

After two weeks of no payment your child's place at the centre may be suspended.

Should you wish your child to attend again, all outstanding fees, including late fees will have to be paid, prior to attendance. **No IOU's will be accepted.**

Fees will only be waived for:

- Annual Holidays (two weeks' notice must be given)
- **Normal** School Holidays
- When two weeks' notice of non-attendance has been given
- Public Holiday.

### **NON-NOTIFICATION FEE**

If your child/children will not be attending the service when they are booked to attend, the centre needs to be notified by phone so educators are not looking for children who are not attending. Parents may notify the centre any time before 2.30pm (by 24 hour answering machine or mobile). Non notification fee is \$20.

*Fees are subject to change at the discretion of the Management Committee.*

### **Child Care Benefit (CCB)**

Please check our website for the fee calculator. Entitlement for Child Care Benefit needs to be made with the FAMILY ASSISTANCE OFFICE Ph: 136150

Register for "BRISBANIA BEFORE & AFTER SCHOOL CARE"

Although you may not use both services it is wise to register for both so that you are in the system for each service in case emergency care is needed. **ALL FAMILIES MUST REGISTER & PLACE CRN & CCB% ON ENROLEMENT FORM.** If you do not want to claim for any CCB rebate, you **still must register with centrelink** to be entitled to claim your 50% out of pocket expenses. By applying for CCB your fees are greatly reduced. The application must be done before child attends as it cannot be backdated.

## ENROLMENTS

**Any alterations regarding your bookings or cancellations must be completed through email or written response. All cancellations (permanent or casual) REQUIRE 2 WEEKS PAID NOTICE**

For permanent, casual and vacation care bookings, before a child attends the centre parents or guardians must ensure the following:-

- A completed enrolment form is returned to the centre and updated as circumstances arise. Parents must inform the centre of any changes in matters like emergency contacts, medications, allergies etc.
- A completed 'application for membership' form is returned to the centre, with payment in full for the membership.
- Inform the nominated/certified supervisor of times/days of attendance and commencement date.
- **No children will be accepted without a current enrolment form and membership application.**

### Casual Bookings

The Centre accepts casual bookings in accordance to the following conditions:

- Vacancies being available.
- The child's teacher must be informed i.e. by phone or a note that your child is attending the centre
- **Once you have made the booking, payment is due whether the child attends or not.**

### Vacation Care Bookings

All bookings must be made prior to the commencement of the program.

**PAYMENT MUST BE MADE WHEN HANDING BOOKING FORM IN.**

With the exception of Christmas, one week's payment is to be made in advance.

Our website will be updated 2 to 3 weeks before vacation care starts. You will find all information needed there i.e. vacation care rules, programme, booking form, lunch/snack order form, enrolment forms for new families and any permission notes that need to be filled out. Lunch/snack orders **must be paid for and handed in to staff the day before order is required.** We cannot accept orders on the day.

### Kindy Care Bookings

KINDY CARE is a service we offer to new kindergarten children who may need care for the first couple of weeks as kindergarten classes comes out of school at 2.20pm and the remainder of the school comes out at 2.50pm.

We pick the children up from their class teacher with lots of “TLC”, children will receive a light snack and activities until the other children arrive. We offer care from 2.20pm to 2.50pm Please see the nominated/certified supervisor if your child/children require Kindy care.

## **ARRIVING/DEPARTING PROCEDURES**

### **BEFORE SCHOOL AND VACATION CARE ARRIVALS**

All children must be signed in by the parent or guardian and the time of arrival must be noted on the signing in form. This is a legal requirement. An educator must be made aware by the parent or guardian that the child has arrived.

### **SIGNING IN**

**Under no circumstances are children to be left at the centre prior to 6.30am for BSC and 7.30am for Vacation Care.**

If a parent/carer does not sign their child/ren in when arriving or departing on the daily rolls, the child/ren’s Child Care Benefit will be forfeited for that day.

### **AFTER SCHOOL CARE ARRIVALS**

ASC educators take responsibility for the children once they greet them at the designated meeting or pick up point.

Educators DO NOT pick up children from classroom teachers except in the case of special circumstances or during Term 1.

### **SIGNING OUT**

All children must be signed out by a parent/carer upon departure and the time of departure recorded on the signing out form.

Educators are to be made aware that the parent/carer is departing with the child.

The centre must be notified of any changes in the person who will be picking up the child. If educators have not met the person picking up the child they will be asked to show identification. Children must be collected from the centre by a responsible person.

### **LATE DEPARTURE**

If parents are going to be late, the centre should be notified as some children become distressed. An additional fee of \$20 for every 15 minutes will be charged after 6.30pm, this is to cover wages of the staff members involved. If late departure occurs regularly your child’s position in the centre may be jeopardised. If your child is not collected after a reasonable time, persons nominated as emergency contacts will be asked to collect your child. Please ensure these people are aware of this responsibility. In the case of the centre being unable to contact either the parents or the emergency contacts, police will be notified and the children taken to the police station. If this occurs a message will be left on the door of the centre as to the child’s whereabouts.



## **NON ATTENDANCE**

If a child is booked in on a permanent or casual basis the parent must give notification if the child WILL NOT be attending on any given day. Parents may notify the centre any time before 2.30pm (by 24 hour answering machine or mobile). If notification is not received a \$20 non-notification fee will be charged to cover costs of phone calls and locating the child.

\*\* If you wish to cancel your child's booking two weeks notification must be given or normal fees will be charged.

## **FAILURE TO NOTIFY CENTRE OF AN ABSENCE**

If a child has not shown up at the centre and the centre has not been informed of any absence for that day, the nominated/certified supervisor will contact the child's parents/carer. If parents/carers cannot be contacted the child's teacher will be called to see if they know of the child's whereabouts. In the event of other contacts not being able to be contacted, police will be notified if deemed necessary. As it may put other children at risk, educators may not be able to leave the service to look for the child. Please note non-notification of an absence will incur an extra fee of \$20.

## **A CHILD MISSING OR LEAVING THE CENTRE**

If a child is not at the centre without permission every effort will be made by the educators to search for the child without leaving other children unsupervised. If the child is not found parents will be contacted and questioned as to any ideas they may have on the child's whereabouts. If this does not bring results police will be notified.

## **PARENTAL CUSTODY**

The nominated supervisor should be made aware by the parent if there are any court orders relating to their child and a copy of such should be attached to the child's enrolment form.

A parent cannot be refused access if there is no court order applicable to the child. In the event of a non-custodial parent attempting to take the child from the centre the custodial parent will be contacted immediately and staff will make every effort to keep the child at the centre, without physically putting themselves or other children at risk, whilst the police are being contacted.

## **PARENT/CARERS ARRIVING UNDER THE INFLUENCE**

Educators have a duty of care when releasing children to parents/carers who appear under the influence of alcohol or substances. Educators are mandatory reporters of possible abuse, such as putting a child at risk whilst driving a vehicle under the influence.

If an educator suspects a parent/carer is under the influence and if educators feel confident and safe to approach the parent/ carer we will

(1<sup>st</sup>) Offer to ring emergency contact or taxi, if they declined

(2<sup>nd</sup>) Will ring police and report the incident

(3<sup>rd</sup>) If incidents continue to occur then the “Department of Family Community Services” will be notified of the suspected abuse

## **HEALTH MATTERS**

### **ILLNESS**

**Please make sure all allergies, additional needs and medical conditions are too completed correctly on the enrolment form.**

If a child says they are not feeling well, but educators are not sure if they are sick or just needing attention, the child will be observed for a short time before any action is taken.

If a child is genuinely sick they will be placed in a quiet area to sit or lie down. The nominated/certified supervisor will watch for rapid rises of temperature and contact parents whenever possible. No medication will be administered unless instructed by parents/carer. If parents are not able to be contacted and the child’s condition becomes worse, the child’s doctor will be contacts for advice and consultation. A sick child will be not being left unattended. Educators at the centre may contact a parent/carer to pick up any child who is not well enough to be at the centre. If parents/carers suspect their child is ill they need to be kept home until symptoms have been checked by a doctor and therefore protect other children and educators at the centre from unnecessary exposure to illness. The centre follows the guidelines set down the by NSW Government Health. Guidelines can be accessed at:

<http://www.health.nsw.gov.au/Infectious/factsheets/Pages/default.aspx>

### **ACCIDENTS**

If a child is involved in an accident, a trained first aid educator will attend to the child and all first aid procedures will be followed. If the child requires medical attention the following procedures will apply:

- the parents/carers or contact person will be phoned
- an ambulance will be called if needed
- the child’s enrolment form will be taken with the educator to the doctor or hospital
- the educator will stay with the child until parents/carers arrive
- the educator will compile a written report as soon as possible and notify ACECQA if required
- parents/carers are asked to sign an accident or incident form

On enrolment an agreement is obtained in writing from the adult responsible for the child to allow the staff to seek medical attention if required.

### **MEDICATION**

If your child/ren is taking medication, the following procedures must be observed.

Medication must not be sent with the child, an adult must hand medication to nominated/certified supervisor. The only exception is an asthma puffer. However, an asthma plan must be on file at the centre.

Medication forms must be filled out and signed by the parent/ carer.

These forms will also be signed off by the nominated/certified supervisor with the time and date of dosage given to the child. This process will also be witnessed by another certified supervisor.

**Medication must be fully labelled with child's name on it in the original packaging** including instructions by pharmacist. It is the responsibility of the person collecting the child to ask for the medication.

No medication will be given to a child to take home.

ONLY ONE DAY'S DOSE WILL BE ACCEPTED. Exceptions may be made for regular medication.

Children will not be given medication that is prescribed for another person.

## **FOOD**

A weekly nutritional menu plan is displayed on the NOTICE BOARD.

The **BSC** offers breakfast or you can supply. No high fat and/or sugary foods will be allowed e.g. Coco Pops. The **ASC** provides afternoon tea. Junk food is not to be consumed at the centre with the exception of the occasional treat and party days. We aim to provide a nutritious and healthy menu and ask that you advise the centre if your child has any dietary needs as you may be asked to assist by supply food if difficult to guarantee the correct type.

- Water is always available
- Educators attend regular training addressing safe food handling and nutrition
- During Vacation and School Development Days please send morning tea, lunch, afternoon tea and plenty of liquids.
- PLEASE REMEMBER WE ARE A NUT FREE ZONE AND WHEN PACKING LUNCHS FOR VACATION CARE OR AFTERNOON SNACKS THAT NO NUT PRODUCTS ARE ALLOWED. WE HAVE CHILDREN ATTENDING THE CENTRE THAT HAVE LIFE THREATENING ALLERGIES.
- Children are encouraged to learn life skills whilst preparing afternoon tea and cooking activities.

## **PROGRAMS**

A weekly program is displayed in our programming book near the sign in sheet. We aim to offer a balanced program of structured and unstructured activities for children to choose from taking in to consideration the diversity of children's needs. Children are exposed to a variety of experiences and we encourage equal opportunity. Children learn through play and are encouraged to problem solve any incidents that may arise with the support and supervision of educators. Suggestions can be placed in the suggestions book, which is stored near the in/out area. This book is tabled at staff monthly program meetings for consideration in the program. Our educators attend regular training

## **YOUTH ROOM**

Children in middle childhood (years 5, 6 & 7 – Stage 3 & 4) have different developmental needs than their younger peers. Having their own space will allow educators to cater to their individual likes and needs and let the children grow and become independent teens.

This room will provide the children with an area to do homework, independent and group projects or to just chill out and relax. Resources include a supervised computer with internet access, television, DVD and Nintendo Wii with age appropriate games. Afternoon tea is provided.

## **EXCURSIONS**

All excursions that involve leaving the centre by foot or bus require a parent/carer signed permission form. All departure times are to be adhered to, therefore if a child is not present at the time of departure the centre does not accept responsibility for the child. It is the responsibility of the parent/carer to ensure that their child/children are adequately prepared for the days outing i.e. suitable shoes, hats, cool or warm clothing (including sun protection clothes that cover the shoulders) and sufficient nutritious food and drinks. Spending money is not required as all is included in the day's fees. When participating in water activities a centre sun shirt must be worn and permission notes signed on the day.

## **HOMEWORK**

Although homework is considered a very important part of a child's education, educators do not force children to do homework. A suitable area, time and resources will be made available to children. Educators will encourage children to do homework but will not be responsible for a child doing or not doing their required homework.

## **SUN PROTECTION**

- **PLEASE SUPPLY A HAT**
- Hats must be worn outside at all times when the UV rating is over 3. Broad brimmed hats are recommended.
- Sunscreen is provided by the centre and will be applied regularly.
- Play clothes are to have sleeves (i.e. T-shirts and sun safe clothes must be worn when participating in water play. It is the parent's responsibility to advise staff of any allergies to sunscreen and give permission to apply sunscreen on the centres enrolment form.

## **PARKING**

The centre does not have a specified parking area. Parents/carers are **not** permitted to drive into school grounds or park up the driveway. Children and educators use the driveway to access the hall, COLA and garbage disposal. By using the driveway you are not only breaking the centres lease agreement with the

Department of Education, but you are putting children and centre staff at risk. Please be reminded to display courtesy to other drivers particularly when you are being a role model in front of your children and other members of the public. Parking is available in Brisbania Close, Shaw Street and High Street.

Please **DO NOT LEAVE SIBLINGS UNATTENDED IN PARKED CARS**. Educators at the centre are mandatory reporters and will have to report any incidences of this nature.

### **CHILD DRIVEWAY SAFETY**

Parents/carers are encouraged to remind children that they are to remain in the centre area i.e. on the veranda, until they are signed out and are in their parents/carers care. Children are not to walk to their car without adult supervision.

### **CENTRE RULES AND DISCIPLINE**

#### **CENTRE RULES**

Parents please run through the following rules with your child/children so you both have a clear understanding of the centres guidelines.

1. Children must be courteous to all educators, staff, children and visitors.
2. Children must not use offensive or hurtful language.
3. No physical violence or fighting at any time.
4. No child is to leave the centre or boundaries without adult supervision.
5. All children must pack up equipment they have used and assist in any overall clean ups.
6. Indoors are quiet areas. No running inside.
7. Signage must be obeyed

#### **BEHAVIOUR POLICY:-**

- 1) Children will be informed of behavioural expectations whilst attending the centre. If the behaviour of the child does not meet these expectations the following steps will be taken:-
  - a) Children will be spoken to and warned that continued bad behaviour will be discussed with parents.
  - b) If unacceptable behaviour continues parents will be contacted and the problems discussed. It is the expectation of the service that parents support the staff in all ways and explain to the child that staff has complete authority while the child is in their care. If a parent disagrees with the method in which a situation was resolved, then the matter may be discussed quietly on a one to one basis with the nominated supervisor but not in the presence of any children. This can be arranged away from the service to help with confidentiality if needed.
  - c) If the situation cannot be resolved with the above steps then we may have to look at the suitability of the child's attendance at the centre.

2) If the child's behaviour is completely uncontrollable or the child's behaviour puts other children or educators attending the centre at risk, educators will report to the management committee who reserve the right to dismiss the children from the centre without going through the procedures of (paragraph 1) Brisbane Before & After School & Vacation Care Centre reserve the right to ask parents to immediately remove any child who is putting others at risk.

## **VISITORS**

All visitors will be fully supervised at all times and are required to sign the visitor's sign in sheet.

## **PARENT AND COMMUNITY INVOLVEMENT**

All members of the centre (parents/carers) are encouraged to be involved in our program. Such areas of assistance are from sharing a skill, become involved in fundraising or becoming a committee member. Please feel free to suggest other means of involvement.

## **FUNDRAISING**

As we run on a minimal fee structure, parents and the community's input are greatly encouraged in any fundraising activity. If you have a suggestion please let us know.

## **AGREEMENT**

Upon filling out your family's enrolment forms you will be asked to sign off saying you have read and understand this booklet. If you need further clarification please see the nominated supervisor. We aim for parents/carers, children and the community to feel free to offer constructive suggestion, to enable the children to attend and have a truly enjoyable recreational experience in our care!

## **FEEDBACK**

The centre encourages feedback from our families both positive and constructive. If families have any concerns with the running of the service, they are encouraged to first approach the coordinator so a solution can be sought. If families do not feel happy with the result they can follow the procedures as stated in the "Complaints and Grievances Policy". All complaints will be formally acknowledged by the chairperson. Committee meetings are held six times a year, meetings times and dates are displayed on the centre notice boards. All are welcome to attend. Dinner and child care are provided.

**Children & families please feel free to use the FEED BACK BOOKS that are displayed at the sign in sign out area.**

# **BRISBANIA BEFORE & AFTER SCHOOL & VACATION CARE CENTRE INC**

## **MANAGEMENT**

**Title:** Grievances and Complaints Policy

**Status:** CURRENT

**Date of Origin:** July 2012

**Policy No:** P 5

**Last Review:** March 2013

### **POLICY STATEMENT**

Brisbania Before & After School & Vacation Care Centre, will maintain a complaints and grievance management system to ensure that all educators, families and communities members know that complaints and grievances will be taken seriously and investigated promptly and fairly. Complaints and grievances will be investigated and documented in a timely manner. Our complaints and grievance management system will be promoted in the parent handbook and on our website. We will identify complaints and grievances as opportunities to improve the quality of our service.

### **PROCEDURE**

The service will support an individual's right to complain and will help them to make their complaints clear and try to resolve them.

A complaint can be informal or formal. It can be anything which an individual thinks is unfair or which makes them unhappy with the service.

All confidential conversations with individuals who have a complaint or grievance will take place in a quiet place away from children, other parents or staff not involved.

If an individual has a complaint or comment about the service, they will be encouraged to talk to the co-ordinator who will arrange a time to discuss their concern and come to a resolution to address the issue.

If the complaint is not handled at this level to the satisfaction of the person making the complaint they should discuss the issue with the chairperson or liaison person of the management committee, either in writing or verbally.

The management will discuss the issue with the co-ordinator and develop a strategy for resolving the problem, this would be discussed further with the individual or if necessary a meeting will be organised with the co-ordinator and individual to resolve the problem.

All complaints will be recorded on the complaints and grievances form and dated indicating the issue of concern and how it was resolved. All information on complaints and grievances will include evidence that complaints are investigated within satisfactory timeframes and have led to amendments to policies and procedures where required.

The co-ordinator or management will inform the person making the complaint of what has been decided regarding the issue. Educators and staff will also be informed of any relevant issues that they need to address or be aware of.

This could be done verbally or if the issue has been dealt with on a more formal basis then the committee or co-ordinator will write personally to the individual making the complaint.

If any complaint cannot be resolved internally to the person's satisfaction, external options will be offered such as an unbiased third party.

## **CONSIDERATIONS**

National Regulation 168 "Education and care service must have policies and procedures" (dealing with complaints).

National Standard 7: Element 7.3.4 "processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner".

Community Services Complaints, Appeals and Monitoring Act, 1994.

Document Date/Author:	Network of Community Activities July 2012 Donna Burrows July 2012
Reviewed by:	Management Committee, March 2013
Accepted by Management Committee:	March 2013
Date for next Review	Nov 2015